

Residential Care Services (RCS)
Operational Principles and Procedures for
Adult Family Homes (AFHs)
LICENSING INSPECTIONS

TOUR

I. Purpose

To provide the Licensors with an overview of the residents, the staff and the physical environment, including issues related to care, quality of life and safety.

II. Authority

[RCW 70.128.040](#)

[RCW 70.128.070](#)

[RCW 70.128.090](#)

[RCW 70.128.130](#)

III. Operational Principles

- A. Data collection during the tour consists of observations and informal interviews.
- B. The tour is resident and environment oriented.

IV. Procedures

The Licensors will:

- A. Document observations on **FORM D (Environmental Tour)**.
- B. Document data collected from the informal interviews on **FORM K (Residential Care Services Notes)**
- C. Refer to **FORM C (Resident and Caregiver List)** for resident name and brief summary of needs and services.
- D. Identify any resident who expresses concerns or appears to have any unmet care and service needs.
- E. Briefly record any identified issues or concerns requiring further clarification in the resident interview. **FORM E (Resident Interview)**
- F. Ask provider/staff to identify any residents that are:
 - 1. Newly admitted (admitted in last 60 days)
 - 2. Planning to transfer or discharge in the next 30 days
 - 3. Recently hospitalized (within the last 30 days) and the reason for hospitalization
- G. Conduct a brief observation of residents. (Observation of Care OPP) and (Abuse/Neglect Prevention Review OPP)
- H. Complete the tour:
 - 1. Request the negotiated care plans for all residents.
 - 2. Review the list of current staff and choose one staff for record review as well as the provider or resident manager file.

INFORMATION AND ASSISTANCE

- A. Before beginning the tour:
 - 1. Give the provider/staff a reasonable amount of time to complete any task they were involved with before beginning tour.
- B. Focus of tour:

RCS OPP FOR AFHS
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1. Residents; and
2. Environment.

C. Introductions:

1. Introduce yourself or request the provider/staff make introductions to any residents not met in the entrance. Engage in brief conversations.

EXAMPLE: How long have you lived here? What are you planning to do today?

D. Residents:

1. Grooming, hygiene, dress;
2. Emotional and behavioral needs;
3. Staff to resident interaction;
4. Resident rights;
5. Activities; and
6. Recognition of individuality, diversity and/or cultural preferences

E. Safe and clean interior environment:

1. Cleanliness and infection control practices;
2. Homelike;
3. Ongoing maintenance and upkeep;
4. Emergency preparedness or evacuation issues;
5. Use of siderail(s); and
6. Use of restraint(s).

F. Exterior environment:

1. Walk around the property;
2. Note the garbage and refuse disposal area;
3. Observe for rodent or pest issues; and
4. Check safety issues regarding stairs, ramps, handrails, locked gates, pathways and accessible bodies of water.

G. End of tour:

1. Thank the provider/staff for the tour.



Joyce Pashley Stockwell, Director
Residential Care Services

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Date